CLAIMS PROCESS

INITIATIVES	6/02	7/02	8/02	9/02	10/02	11/02	12/02	1/03	2/03	3/03	4/03	5/03	6/03
DESIGN/IMPLEMENT CREATIVE CLAIMS CLOSURES (C-21)													
Identify cases													
Formalize plan													
Develop schedule													
EARLY USE OF INDEPENDENT ADJUSTERS TO GATHER													
FACTS (C-31)													
Identify cases													1
Assign designated claims to adjusters													
Follow-up with adjusters													